DRYDEN
POLICY
DIRECTIVE

Directive: DPD-1281
Effective Date: August 1, 2003
Expiration Date: August 1, 2008

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RESPONSIBLE OFFICE: X/Center Director

SUBJECT: Center Corrective Action Systems

1. POLICY

Dryden will maintain Corrective Action Systems in a manner that ensures their effectiveness in order that they may improve overall Center performance and comply with applicable NASA directives, standards, laws, and regulations and the requirements of this Directive. The goal for all Corrective Action Systems is prevention of future occurrences of similar nonconformities, reduction in probability of occurrence, mitigation of nonconformance effects and/or consequences, in that order. Corrective Action Systems shall be documented in the Dryden Management System (DMS) to the extent necessary to comply with the following set of criteria.

DFRC corrective action systems and processes shall meet the following criteria:

a. Nonconformities, findings, and recommendations (hereafter referred to as “nonconformity”) will be reviewed for clarity and focus.

b. The root cause of the nonconformity will be determined (through analysis methodologies appropriate to the nonconformity).

c. The nonconformity and root cause will be assessed to determine if there is a need-for-action, as appropriate dependent upon the degree of severity of the potential impact.

d. Corrective action plans to correct the nonconformity will be formulated, approved, and progress tracked to completion.

e. Upon completion of the corrective action plans, effectiveness of the corrective action will be reviewed.

f. Whenever possible, analysis of the trends of the root cause will be performed, in order to accomplish continual improvement, and reported to management.

g. The corrective action system will be effectively communicated and have systematic documentation sufficient to establish an effective audit trail of these requirements and their implementation.

2. SCOPE AND APPLICABILITY

This directive applies to all Center corrective action systems, processes, and activities, as defined by the scope of the DMS as registered under the ISO 9001 standard.

The Scope of the Dryden Management System:

Flight project and mission management, aircraft and system development, flight operations, airborne science mission operations, research systems, and all enabling activities.

The term “corrective action system” includes any system that is the repository or tool used to identify, record, track, and close out discrepancies, findings, anomalies, or non-conformities to design specifications, operational parameters, process controls, Agency requirements, Federal regulations, accepted standards and other controlling requirements. Examples include, but are not limited to

- Project Discrepancy Reporting
- Software anomaly reporting systems
- Hardware anomaly reporting systems
- Process corrective action systems
- Safety and close call systems
- Software assurance corrective action system
- Vendor delivery of nonconforming products
- Contractor surveillance audit findings
- Mishap investigations and associated corrective action plans
- 3rd party investigations, inspections, or audits
- Quality assurance inspections and audit processes

3. AUTHORITY

NPD 1280.1 NASA Management Systems Policy

4. REFERENCES

DMSM	Dryden Management System Manual
ISO 9001:2000	Quality Management System Requirements
ISO 14001	Environmental Management Systems

5. RESPONSIBILITIES

a. Dryden Senior Management

(1) Ensures that corrective action (CA) is used as a tool for eliminating product and process nonconformities.

(2) Uses CA data to improve the DMS.

(3) Ensures consistency and adherence to CA requirements criteria.

b. Corrective Action Process Owners

(1) Implement and document CA systems based upon the criteria established in this directive.

(2) Monitor and improve the compliance and effectiveness of their CA system.

c. **Assistant Director for Management Systems (ADMS)**

(1) Verifies compliance of DFRC CA systems to this Directive through periodic audits and self-assessments.

(2) Identifies areas where CA systems are duplicative or inefficient and makes recommendations to the appropriate management for consolidation, streamlining, or elimination.

(3) Manages the currency and applicability of this directive and proposes changes for incorporation.

6. DELEGATION OF AUTHORITY

In the event that the ADMS or the Dryden Audit Manager cannot fulfill her/his assigned duties, the ADMS may delegate authority to other personnel to ensure continuity for the implementation of this DPD.

7. MEASUREMENTS

Measurements associated with the objectives of this Directive are included in the procedures that document the applicable DFRC center wide or organization CA systems.

8. CANCELLATION

None

Document History Log

This page is for informational purposes and does not have to be retained with the document.

Status Change	Document Revision	Effective Date	Page	Description of Change
Baseline		8-1-03		
Admin Change		6-1-04	2	Removed words "(by who?)" from item # 1.
Admin Change		11-18-04	All	• Added "Compliance is Mandatory" to title page. • Corrected typographical, grammatical, and some format errors.